

NNG12412656E
Surveillance Plan
Flight Projects Building Construction

This surveillance plan serves as a performance monitoring and reporting guidance tool for the Flight Projects Building Construction contract. The results of ongoing performance monitoring will be included in the annual contractor past performance evaluation.

Roles and Responsibilities

1. The construction quality assurance (QA) representatives will monitor contractor performance attributes as described below. The QA reps will report to the Facilities Management Division (FMD) Project Manager (PM) on a continuous basis. The PM will monitor the work under their assigned task orders.
2. The PM will gather and record performance information on an ongoing basis and report it to the Contracting Officer's Technical Representative (COTR). Schedule monitoring will be accomplished by comparing the contractual completion date to the Progress Schedule(s) submitted by the Contractor. Quality monitoring will be accomplished by observing the construction installation work and comparing the materials and craftsmanship to the requirements set forth in the drawings and specifications. Price evaluation will be accomplished by comparing the price line items in non-competitive proposals to established construction pricing tools (e.g. RS Means). Safety monitoring will be accomplished by tracking the number of Recordable Incidents and close calls as well as walking the job to ensure compliance with OSHA, NASA and GSFC safety requirements.
The COTR will provide continuous feedback to the Contractor in an effort to correct deficiencies as quickly as possible and to recognize excellent performance. The COTR together with the Contracting Officer (CO) will complete the performance evaluation annually in the Contractor Performance Assessment Reporting System (CPARS) within 60 days of the anniversary and at project completion. Input to the annual evaluation will consider all completed activities and may also consider any that are active but not complete.
3. The COTR will keep the CO apprised of notable performance issues as they arise, and request the CO's involvement in notifying the Contractor of subpar performance. The CO will notify the COTR annually, 30 days before the anniversary, of the need to complete the CPARS.

Performance Attributes

Performance attributes will be rated in accordance with the performance metrics of this surveillance plan.

1. Schedule Adherence – the project will include a duration and completion date. This duration will be used by the Contractor to create a project progress schedule. The Contractor's actual progress against the planned progress will be monitored on an ongoing basis and at the end of the project an adjectival rating will be established based on substantial completion and closeout duration. The Contractor's ability to deliver timely proposals will also be considered. A numerical rating will be determined at the end of the year and at the project final assessment.

NNG12412656E
Surveillance Plan
Flight Projects Building Construction

2. Construction Quality – the project includes a drawing set which together with the specifications establishes the expected quality of work. Workmanship and conformance to the drawings and specifications will be monitored continually and a numerical rating determined annually and at the end of the project. The attribute will consider the effectiveness of the Quality Control (QC) program, the amount of rework, and resolution of punchlists. This attribute will also consider how well the Contractor follows Construction Specification Division 1 coordination processes such as Utility Outage procedures, hot work permits, NASA mission work freezes, and other. A numerical rating will be determined annually and in the project final assessment.
3. Price – The Contractor will be evaluated on non-competitive pricing reasonableness as it pertains to project modifications (aka Change Orders). A numerical rating will be determined at the end the year and in the project final assessment.
4. Safety – the Contractor will be monitored on an ongoing basis with regard to compliance with Safety requirements (OSHA, NASA, Safety Plan). Recordable incidents and lost work time will also be considered. A numerical rating will be determined at the end of each year and in the project final assessment.

Performance Metrics for Construction Services

1. Adherence to Schedule
 - (5)Exceptional – project completed ahead of schedule. Proposals including those associated with Field Directives submitted timely.
 - (4)Very Good – project completed on-time. All proposals submitted timely.
 - (3)Satisfactory – project completed no more than 5 days late, and not adversely affecting a mission. No more than 25% of proposals submitted not more than 5 days late.
 - (2)Marginal – project completed 10-20 days late, and not adversely affecting a mission. No more than 50% of Proposals submitted not more than 10 days late
 - (1)Unsatisfactory – project completed more than 20 days late, or late by any number of days such that it affected mission critical operations. More than 50% of Proposals submitted more than 10 days late
2. Construction Quality
 - (5)Exceptional – no notable quality issues during construction.
 - (4)Very Good – only minor quality issues which were all resolved in a timely manner
 - (3)Satisfactory – few quality issues, most detected by QC staff and all addressed by final inspection
 - (2)Marginal – some quality problems, having an identifiable effect on contractor performance.
 - (1)Unsatisfactory – many quality problems and poor CQC to the extent of having a substantial effect on contractor performance.
3. Price
 - (5)Exceptional – Change price proposals are reasonable on the first submission.
 - (4)Very Good – Change price proposals are settled easily.
 - (3)Satisfactory – Change Price proposals are mostly reasonable.
 - (2)Marginal – Some aspects of pricing are unreasonable but are usually settled.
 - (1)Unsatisfactory – Change prices are frequently high and agreement is not always reached.

NNG12412656E
Surveillance Plan
Flight Projects Building Construction

4. Safety

- (5)Exceptional – proactive safety program with no violations, mishaps, or write-ups on this project, and No Lost Work Time.
- (4)Very Good – not more than 1 minor safety infraction on this project and no Lost Work Time
- (3)Satisfactory – not more than 2 minor safety infractions on this project
- (2)Marginal – more than 2 documented safety infractions on this project
- (1)Unsatisfactory – several documented violations contributing to an unsafe project

Flight Projects Building Contractor Project Evaluation
(to be scored annually and at the completion of the project)

Project number:

Project title:

Contractor:

Schedule score: (0.0 – 5.0) _____
Justification:

Quality score: (0.0 – 5.0) _____
Justification:

Price score: (0.0 – 5.0) _____
Justification:

Safety score: (0.0 – 5.0) _____
Justification:

Project Manager: